

## SAM DIY SECURITY ALARM KIT USER MANUAL

[WWW.SECUREDBYSAM.COM](http://WWW.SECUREDBYSAM.COM)

# CONGRATULATIONS ON YOUR PURCHASE OF THE SAM C5!

SAM C5 is wireless DIY security made easy and affordable. With SAM's self-activated-monitoring, you are put in charge of managing the security of your home and loved ones. Please read this manual thoroughly to get acquainted with SAM before you install your system. With proper use, you can expect years of self-monitored security at your fingertips.

STAY SECURED.  
ANYTIME, ANYWHERE.

[WWW.SECUREDBYSAM.COM](http://WWW.SECUREDBYSAM.COM)

## TABLE OF CONTENTS

INCLUDED ACCESSORIES	3-4
HOW TO GET STARTED AND ACTIVATE	5
SUGGESTED SECURITY SYSTEM SETUP	6
WIRELESS PIR MOTION DETECTOR	7-11
- Installation	7-11
- PIR Detector Specifications	12

For recycling, please  
take to your nearest  
recycling disposal center.  
1-877-2-RECYCLE  
(1-877-273-2925)



sam  
self activated monitoring

## DOOR/WINDOW SENSORS

- Features	13-14
- Installation	15
- Door/Window Sensor Specifications	16

## USING THE CONTROL PANEL

- Control Panel Installation	18
- Using Record/Play Voice Memo	19
- Using Speed Dial	20
- Making Phone Calls	20
- SMS Text Operation	21
- Disarming and Arming the System	23
- Listen-in/Two-Way Talk	23
- Using the Record Voice Memo Setting	24
- Storing System Phone Numbers	24
- Storing SMS Numbers for System and RFID keyfobs	25
- Storing Speed Dial Phone Numbers and Storing Duress Phone Numbers	26
- Zone Setup	27
- SMS Alerts for Low Battery and Tampering	28
- Changing RFID Keyfobs SMS Alert	29
- Setting Entry and Exit Delay Time	29-30
- Changing Siren Volume and Ring Time	31
- Change System PIN/Duress Code	32
- Signal Strength Report	33
- Change System Language	34
- Deleting Accessories by SMS Text	35
- Restoring System to Default Setting by SMS Text	36
- Arming and Disarming System by Phone Call	37
- Connecting Wireless Accessories and RFID Keyfobs	37
- Control Panel Specifications	38

## REMOTE CONTROL

- Arming with Remote Control	39
- Disarming and Using Home Mode on Remote	40-41
- Optional Accessories	42

## FREQUENTLY ASKED QUESTIONS

## TROUBLESHOOTING

## ABOUT SAM SECURITY, LLC.

## WARRANTY

## NOTES

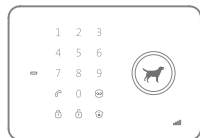
### FCC Statement:

1. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.  
2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



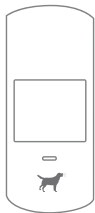
# SAM DIY SECURITY KIT INCLUDES

## SAM-C5 WIRELESS CONTROL PANEL



The SAM-C5 Control Panel operates as the "heart and brains" of your alarm system. It has the ability to communicate with all the SAM wireless sensors and remote controls in your home, send and receive SMS messages to and from your cellphone and provide two-way voice communications with a cellphone or landline phone. The Control Panel includes a full numeric keypad with specific icons to make the system easy to use. The Control Panel can also receive and store a voice memo. (See Page 24.)

## SAM-900 WIRELESS WIDE ANGLE PIR MOTION DETECTOR



The SAM-900 is an intelligent passive infrared motion detector, designed to detect human movement within an approximate range of 26ft from the detector. The SAM-900 includes fuzzy logic to minimize false alarms from unwanted heat sources. The detector includes a battery save feature, which prevents the detector from sending wireless signals once it has detected movement and sent a signal to the control panel more than twice within three (3) minutes. (See Page 11).

## SAM-DW1 DOOR AND WINDOW SENSOR



The SAM-DW1 is a magnetic sensor which will send a wireless signal to the control panel when a door or window is opened (See Page 13.)

## SAM-RCP REMOTE CONTROL



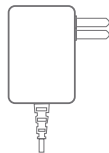
The SAM-RCP wireless remote control key fob allows you to control your security system and acts as a multi-purpose key. The SAM-RCP can arm, disarm, partially arm and send an emergency signal to the SAM control panel.

## SAM-RFID RFID KEYFOBS/TAGS



The SAM-RFID is a proximity keyfob which allows a user to disarm the security system by placing it close to the SAM logo within the purple circle on the control panel. This can be used for children coming home from school, workmen or visitors. The system can be set to send a text SMS message to a selected cellphone with the name of the user disarming the system with the RFID keyfob.

## ADAPTER



The white plug-in power adapter is used to provide main power for the control panel. The control panel houses two standby batteries which provide power to the control panel for up to eight (8) hours in the event of a power failure.

Also Included:

- Brackets
- Screws
- Double Sided-Tape

## HOW TO GET STARTED

1. Read this user manual thoroughly before beginning.
2. Remove all components from packaging. Make sure you do not have any pieces missing. If you have a piece missing, please return to the place of purchase for an exchange.
3. Be sure you plug in the adapter to the control panel to charge. The batteries might not have a full charge when you purchase. We recommend charging for at least 12 hours.
4. Install system and system accessories.

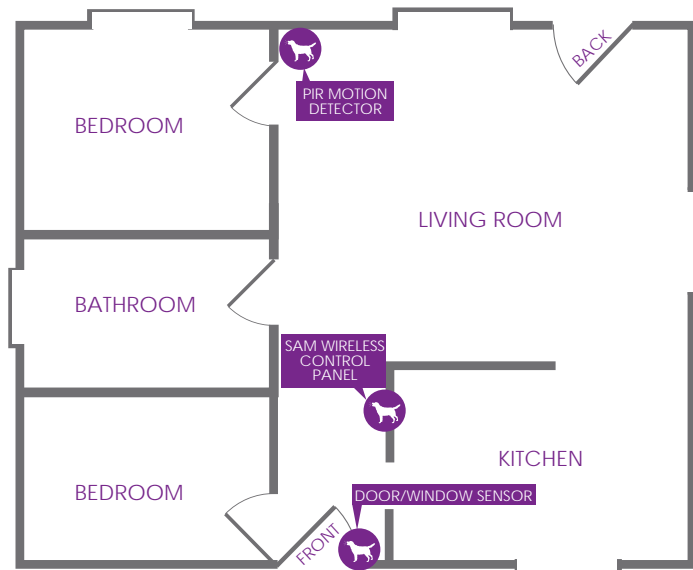
## HOW TO ACTIVATE

Please visit [www.securedbysam.com](http://www.securedbysam.com) to activate your device. You may also call toll free 1-855-325-5005.

When you visit [www.securedbysam.com](http://www.securedbysam.com), please register as a new user to get started. The portal is easy to use and provides you instructions on how to activate once you are logged in. Again, if you have any issues, you may also call toll free 1-855-325-5005.

## SUGGESTED SET UP

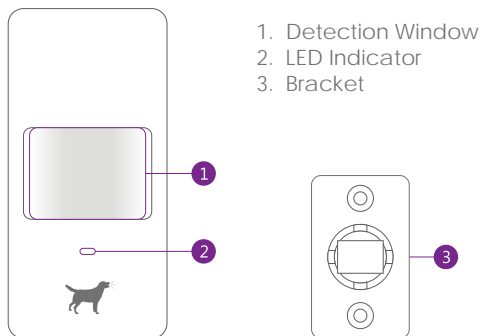
Please see diagram below on the suggested set up. Every home is different!



If you have any questions, please call toll free 1-855-325-5005.

## WIRELESS PIR MOTION DETECTOR

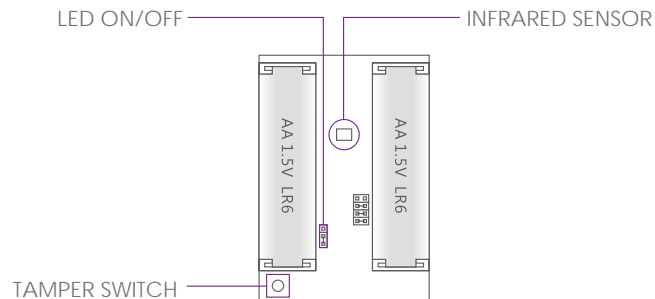
### APPEARANCE



### LED INDICATION

- FLASH CONTINUOUSLY:** Self-testing state.  
**FLASH ONCE:** Movement is detected.  
**FLASH TWICE:** Self-testing is finished, enters the working mode.  
**ON CONTINUOUSLY:** Flash once per 3 seconds: Under voltage indication, please change the batteries immediately. (User will get SMS alert warning of low battery if the PIR detector is connected to the GSM system.)

### PCB LAYOUT



**INFRARED SENSOR:** Detects the infrared rays released by human body motion. Do not touch the surface.

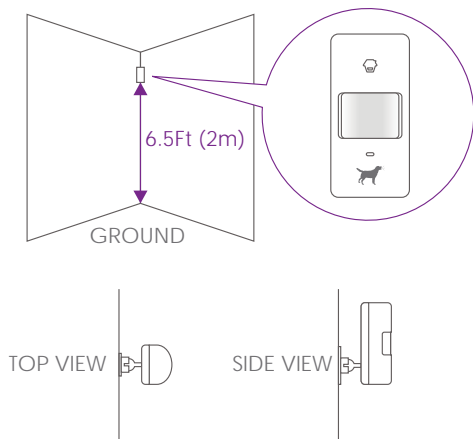
**TAMPER SWITCH:** Once the case is opened in the detector's working state, the tamper switch will be triggered, generating an alarm signal.

### USAGE

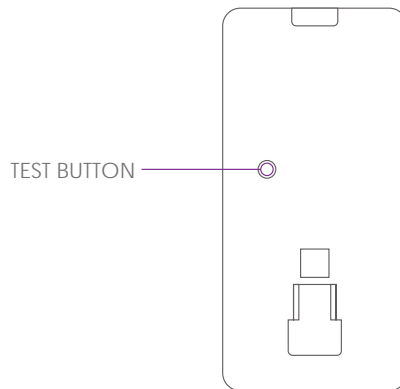
Remove the battery activation strip to activate the batteries. It will start self-testing for one minute.

## INSTALLATION

- Activate the PIR detector by removing the battery activation strip. The PIR detector will immediately self-test. After one minute of self-testing, install the PIR detector.
- Avoid mounting the detector close to places where the temperature changes fast or the air stream flows frequently (ie. AC units and heating vents.)
- Fix the bracket to the wall with screws.
- Attach the detector to the bracket. Adjust installation height or bracket to change the detection distance and angle. Installation height is 6.5 Ft (2m) from the ground.



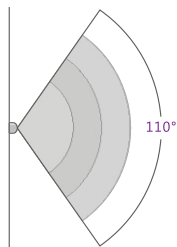
Note: The detector is more sensitive to cross-movement than to direct movement. The performance of the detector is optimal when the detection direction is across the walking direction of intruders.



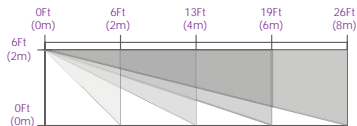
- Press the test button. Walk in the detection area (from left to right or from right to left) and watch the LED indicator to make sure the detector is working. The LED indicator should flash once when body movement is detected.
- Adjust the detector's viewing angle to achieve the best detection.

- If the detector is triggered more than twice within 3 minutes, it will enter sleep mode to save battery power. After no movement is detected within the next 3 minutes, the detector returns to normal working mode.

## DETECTION AREA



TOP VIEW



SIDE VIEW

## SAM-900 - PIR WIRELESS MOTION DETECTOR SPECIFICATIONS



### POWER SUPPLY

DC 3V (AA 1.5V LR6 Battery x 2pcs)

### STATIC CURRENT

$\leq 50\mu A$

### ALARM CURRENT

$\leq 9.5mA$

### DETECTION AREA

26Ft(8m)/110°

### TRANSMITTING DISTANCE

250 feet (Line of Sight)

### RADIO FREQUENCY

315MHz ( $\pm 75KHz$ )

### HOUSING MATERIAL

ABS Plastic

### OPERATION CONDITION

Temperature:  $-10^{\circ}C \sim 55^{\circ}C$

Relative Humidity:  $\leq 80\%$  (Non-Condensing)

### DETECTOR DIMENSIONS (L X W X H)

4.25 x 2 x 1.44 in (108 x 52 x 36.8 mm)

### BRACKET DIMENSIONS (L X W X H)

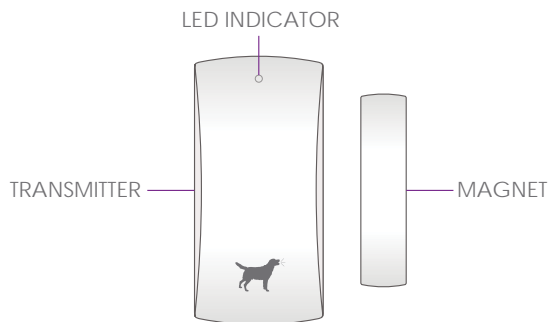
2 x 1.18 x 1 in (52 x 30 x 26.5 mm)

## WIRELESS DOOR/WINDOW CONTACT

### FEATURES

The SAM-DW1 is a Door/Window Contact that can be installed on doors, windows, and any other objects that open and close. The sensor transmits signals to the control panel when a magnet mounted near the sensor is moved away. The tamper protection ensures that attempts to move the magnetic contact will result in an alarm activation.

### APPEARANCE

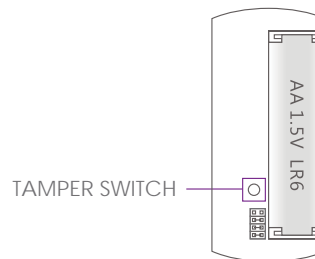


### LED INDICATION

**LED FLASHES ONCE:** Door/window is opened and transmitter sends signal to the control panel.

**LED FLASHES CONTINUOUSLY:** Low battery; replace the battery immediately.

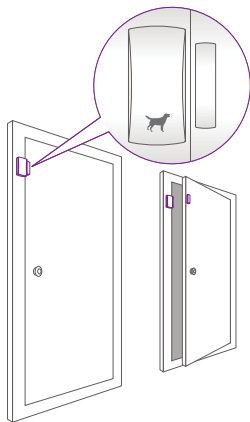
### PCB LAYOUT





## INSTALLING THE WIRELESS DOOR/WINDOW CONTACT

- Remove the battery activation strip.
- Mount the transmitter on the door frame and the magnet on the door.
- Make sure the magnet is on the correct side of the transmitter. The two triangles visible on the sensor and the magnet should be next to each other; as close as possible.
- Place the transmitter in the desired location, mount the magnet no more than 0.39 in (1 cm) away from the transmitter and secure the transmitter and magnet with double-sided tape (included) or screws (included.) The top of the door is recommended on the side furthest from the hinge.
- Avoid mounting sensors in areas with a large quantity of metal or electrical wiring, such as a furnace or utility room.



## SAM-DW1 - WIRELESS DOOR/WINDOW CONTACT SPECIFICATIONS



### POWER SUPPLY

DC 1.5V (AA 1.5V LR6 Battery x 1pc)

### STATIC CURRENT

≤ 30uA

### ALARM CURRENT

≤ 40mA

### TRANSMITTING DISTANCE

≤ 260ft (80m) (Line of Sight)

### RADIO FREQUENCY

315MHz (± 75KHz)

### HOUSING MATERIAL

ABS Plastic

### OPERATION CONDITION

14°F - (10°C) ~ 131°F (55°C)

### RELATIVE HUMIDITY

≤ 80% (Non-Condensing)

### TRANSMITTER DIMENSIONS (L X W X H)

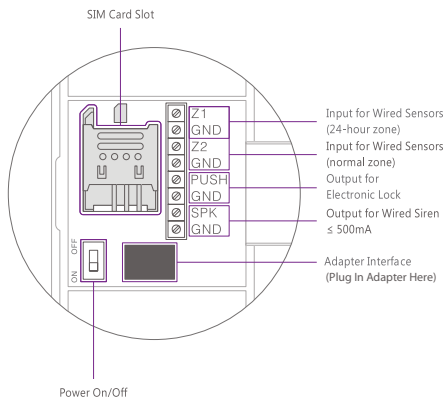
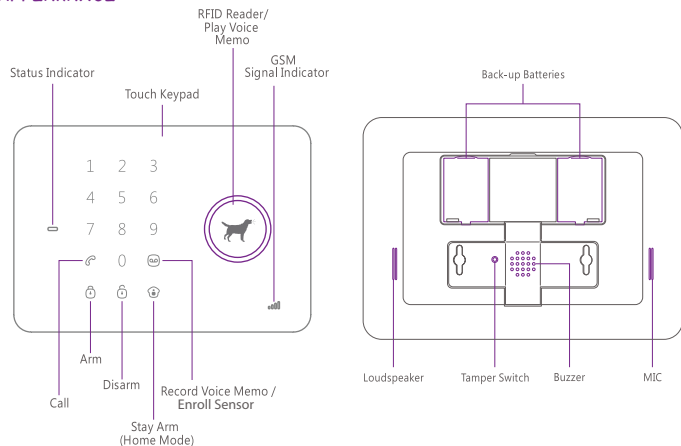
2.8 x 1.3 x 0.6in (71 x 34 x 17.5 mm)

### MAGNET DIMENSIONS (L X W X H)

2 x 0.47 x 0.53in (51 x 12 x 13.5 mm)


# SAM WIRELESS CONTROL PANEL

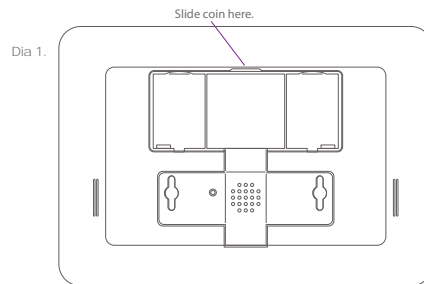
## APPEARANCE



## INSTALLING SAM CONTROL PANEL



1. Remove from protective sleeve and peel off mask.
2. Gently open the battery bay cover at back of panel with a coin. (See dia 1.)
3. Insert power adapter's barrel plug to adapter socket.
4. Plug power adapter into wall power outlet.
5. Slide the power switch to the on position. 
6. Gently close the battery bay cover at the back of the panel.
7. For wall mounting, screw the mounting bracket to the wall making sure the power adapter cable is under the bracket. Connect the panel to the bracket. Make sure the power adapter cable is between the bracket and control panel.
8. The Disarm key will light up.
9. GSM Indicator will start to flash every second until the GSM Cellular connection is established, after which the indicator will flash every two seconds.





## HOW TO ACTIVATE SAM C5


Please visit [www.securedbysam.com](http://www.securedbysam.com) to activate your device. You may also call toll free 1-855-325-5005.

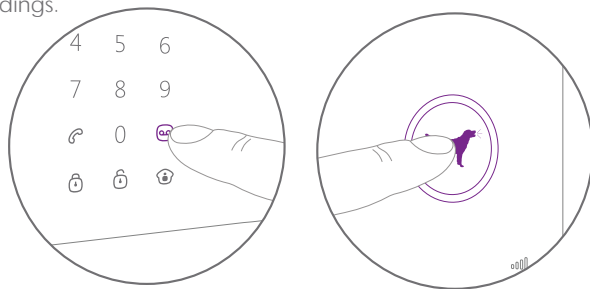
When you visit [www.securedbysam.com](http://www.securedbysam.com), please register as a new user to get started. The portal is easy to use and provides you instructions on how to activate once you are logged in. Again, if you have any issues, you may also call toll free 1-855-325-5005.

## CONTROL PANEL FEATURES

### VOICE MEMO



Press  to record a 10 second voice memo. The purple ring will flash to indicate a voice memo is ready to be played. Press  to play the voice memo. This can also be programmed by sending an SMS(text message) to the system. (See Page 24.)

The purple ring  will flash purple to indicate that a message has been received. The user can press the center circle on the keypad to listen to the voice message. The LED indicator stops flashing when the voice message is played. Replay the message by touching the center circle on the keypad. Only one message can be recorded. Future recordings will supercede previous recordings.





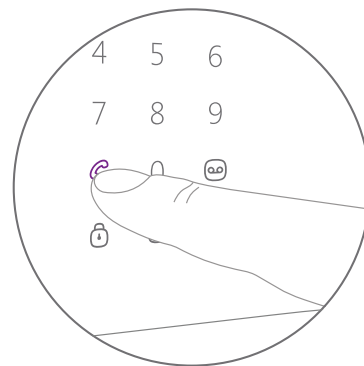
### SPEED DIAL



Press the Call Button . The panel number dials the speed dial phone number (See Page 26) you have stored. Press the Call Button  to end the call.

### PHONE CALL

Input phone number and then press the Call Button  to start the call. When the call is answered, simply speak into the control panel to talk to the other party. The Call Button  will stay lit during the call and turn off after the call.



## STORE ALARM SMS NUMBERS

This function allows you to store alarm SMS numbers where you want security messages and alerts sent.

Send this operation code from your smartphone:



### SMS Reply You Will Receive:

SMS:

1. 5555555555

2.

3.

4.

5.

Forward (copy and paste) this text message to the SAM C5 phone number. Add the phone numbers that you want to receive text messages and alerts. Hit Send.

### SMS Reply You Will Receive:

Store alarm SMS no. successfully.

## STORE SMS NUMBERS FOR RFID KEYFOBS/TAGS

Send this operation code from your smartphone:



### SMS Reply You Will Receive:

SMS No. for RFID Tags  
(0-20 digits): 1.

Forward (copy and paste) this text message to the SAM C5 phone number. Add the phone number that you would like to receive notification when the RFID keyfobs are used to disarm the system. For this to operate properly, it is necessary to program the "Change RFID SMS keyfobs Notice".

Example: SMS No. for RFID keyfobs (0-20 digits): 1. 5555555555

### SMS Reply You Will Receive:

Store SMS No. for RFID tags successfully.

## STORE SPEED DIAL PHONE NUMBER

Send this operation code from your smartphone:



### SMS Reply You Will Receive:

Speed dial phone  
number (0-20 digits): 1.

Forward (copy and paste) this text message to the SAM C5 phone number. Add the phone numbers in that you want to be your speed dial number. Hit Send.

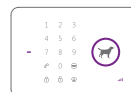
Example: Speed dial phone number (0-20 digits): 1. 5555555555

### SMS Reply You Will Receive:

Store speed dial phone number successfully.

## STORE DUESS PHONE NUMBER

Send this operation code from your smartphone:



### SMS Reply You Will Receive:

Duress phone  
number (0-20 digits): 1.

Forward (copy and paste) this text message to the SAM C5 phone number. Add the phone numbers in that you want to be your duress phone number. Hit Send.

A duress signal will be sent to this number when the duress code is used to disarm the system. The SAM C5 will silently and without any indication, call this telephone number as well, allowing listen-in, but not two-way talk.

### SMS Reply You Will Receive:

Store duress phone number successfully.

IT IS EASY TO MANAGE SAM C5 FUNCTIONALITY THROUGH YOUR SMARTPHONE BY SENDING APPLICABLE SMS CODE LISTED BELOW.

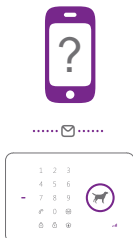
## SMS (TEXT MESSAGE) OPERATION

To access a menu of SMS functions at anytime, send a text of “?” to the phone number of your SAM C5. Your system will then send you an operation guide message to your phone.

You can now control the system by using the command codes listed.

The most commonly used SMS (text message) codes are 0, 1 & 2.

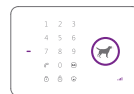
Send this operation code  
from your smartphone:



### SMS Reply You Will Receive:

- '0' Disarm
- '1' Arm
- '2' Home Mode
- '3' Two Way Talk
- '4' Call-Back Voice Memo
- '00' Settings Inquiry
- '??' Store Phone & SMS No.

Send this operation code  
from your smartphone:

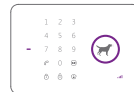


### SMS Reply You Will Receive:

- '5' Store Alarm Phone No.
- '6' Store Alarm SMS No.
- '7' Store SMS No. for RFID Tags
- '8' Store Speed Dial Phone No.
- '9' Store Duress Phone No.
- '???' System Setups



Send this operation code  
from your smartphone:

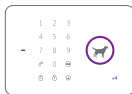


### SMS Reply You Will Receive:

- '91~99' Zone Name
- '101-104' RFID Tags SMS Notice
- '11' Exit Delay Time
- '12' Entry Delay Time
- '13' Siren Volume
- '14' Siren Ringing Time
- '15' Disarm Password
- '16' Duress Code
- '17' Upload Regular Report of Signal Strength

## DISARM

Send this operation code from your smartphone:

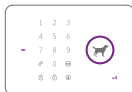


### SMS Reply You Will Receive:

System disarmed with all detectors and sensors deactivated.

## ARM/AWAY

Send this operation code from your smartphone:

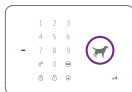


### SMS Reply You Will Receive:

System fully armed with all detectors and sensors activated.

## STAY/HOME ARMED

Send this operation code from your smartphone:

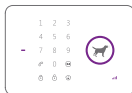


### SMS Reply You Will Receive:

This Stay/Home function will arm the panel with PIR motion detectors disabled, allowing you to walk around your home with the perimeter doors and/or windows armed.

## LISTEN IN/TWO-WAY TALK

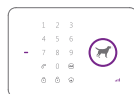
Send this operation code from your smartphone:



This call function allows your SAM C5 to call you so you can listen in or engage in two-way talk. Send '3' to the SAM C5 number. The control panel will call your mobile. You can now listen in or talk.

## CALL BACK TO RECORD VOICE MEMO

Send this operation code from your smartphone:

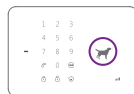


Send '4' to the SAM C5 number and SAM will call you. You can begin recording after the tone. Note: There is only a 10 second recording time. Please also note that your voice memo will replace existing recordings on your SAM C5.

## STORE ALARM PHONE NUMBERS

This function allows you to store alarm phone numbers.

Send this operation code from your smartphone:



Tel: \_\_\_\_\_  
1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_  
4. \_\_\_\_\_  
5. \_\_\_\_\_

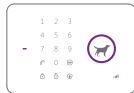
Forward (copy and paste) this text message to the SAM C5 phone number. Add the phone numbers that you want to have control over the SAM C5. Note that once the control panel has telephone numbers programmed, it will only accept SMS commands from these numbers. The programmed numbers will be called by the SAM C5 to allow the user to listen-in after an alarm condition.

### SMS Reply You Will Receive:

Store alarm phone no. successfully.

## SETTING INQUIRY

Send this operation code from your smartphone:



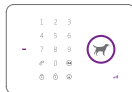
### SMS Reply You Will Receive:

System Status \_\_\_\_\_  
Entry & Exit Delay Time: 0 sec \_\_\_\_\_  
Siren Volume: 2 \_\_\_\_\_  
Siren Ringing Time: 5 min \_\_\_\_\_  
Disarm Password: 1234 \_\_\_\_\_  
Upload Regular Report of Signal Strength: 7 \_\_\_\_\_



## HOW TO CHANGE ZONE NAMES

Send this operation code  
from your smartphone:



### SMS Reply You Will Receive:

Zone 1 name:  
Zone 1 alarm

Forward (copy and paste) this text message to the SAM C5 phone number. Add the zone name. Send.

Example: Zone 1 name: Entrance door sensor

The same process is used for zones 2-9 with locations 91-99 (Zones 1-9.)

Example: Text 92 to change Zone 2  
Text 93 to change Zone 3  
Text 94 to change Zone 4  
Text 95 to change Zone 5

Text 96 to change Zone 6  
Text 97 to change Zone 7  
Text 98 to change Zone 8  
Text 99 to change Zone 9

### SMS Reply You Will Receive:

Change zone name successfully.

## ACCESSORIES - SMS ALERTS FOR LOW BATTERY

(AVAILABLE FOR TWO-WAY ACCESSORIES SUCH AS SAM-910  
OPTIONAL ACCESSORIES.)

This function sends out alerts for low battery and notifies you when the accessory has low battery life.

The SAM-900 sends a SMS low battery alert.

The SAM-DW1 indicates low battery with the LED light on.

Optional accessories such as SAM-910 also sent low battery alerts.

## ACCESSORIES - SMS ALERTS FOR TAMPERING

(AVAILABLE FOR TWO-WAY ACCESSORIES SUCH AS DWC-102/SAM-900/  
SAM-910. OPTIONAL ACCESSORIES)

SMS will be sent for 1-9 zones with its zone name as  
"Zone Name + Tamper Alarm."

Example:

"Bedroom PIR tamper alarm."

SMS will be sent for 10-50 zones with its zone name as  
"Zone Number + Tamper Alarm."

Example:

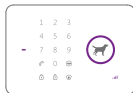
"Zone 11 tamper alarm."

Note:

All accessories send tamper alarm alerts.

## CHANGE RFID SMS KEYFOBS NOTICE

Send this operation code  
from your smartphone:



### SMS Reply You Will Receive:

Change RFID Tag

SMS notice.

1.

Forward (copy and paste) this text message to the SAM C5 phone number. Add the name of the person using the RFID keyfob. Send.

For Example: Change RFID Tags SMS  
notice.  
1. Mary

The same process is used for the remainder RFID keyfobs/tags.

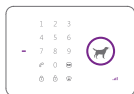
Example: Text 102 to change 2nd RFID keyfob/tag  
Text 103 to change 3rd RFID keyfob/tag  
Text 104 to change 4th RFID keyfob/tag

### SMS Reply Received:

Change RFID tag SMS notice successfully.

## EXIT DELAY TIME

Send SMS Message:



### SMS Reply Received:

Exit delay time

(0-300 sec.):

0

Forward this text message to the SAM C5 phone number. Set the delay time.

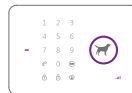
For Example: Exit delay time (300 sec.): 10

### SMS Reply Received:

Set delay time successfully.

## ENTRY DELAY TIME

Send SMS Message:



### SMS Reply Received:

Entry delay time

(0-300 sec.): 0

Forward this text message to the SAM C5 phone number. Set the delay time.

### SMS Reply Received:

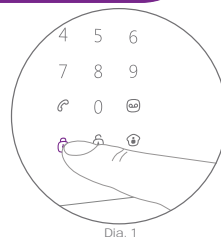
Set delay time successfully.

#### Please Note:

The exit time is defaulted to 30 seconds.

When the system is armed on the control panel by pressing the Arm button (Dia: 1), one beep will be heard every two seconds to remind the user to leave.

The reminder exit notification will speed up in the last 15 seconds to one beep every second. Once an entry is detected, the entry indication will sound for the programmed entry time. The control panel will go into alarm if it is not disarmed within the programmed entry time. The entry time is defaulted to 30 seconds.



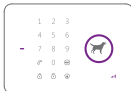
Dia. 1





## CHANGE SIREN VOLUME

Send this operation code from your smartphone:



**SMS Reply You Will Receive:**

Siren Volume (0 Mute

1 Low 2 High): 2

Forward (copy and paste) this text message to the SAM C5 phone number. Add the volume number. Send.

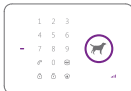
For Example: Siren volume (0 Mute,  
1 Low, 2 High): 1

**SMS Reply You Will Receive:**

Set siren volume successfully.

## CHANGE SIREN RING TIME

Send this operation code from your smartphone:



**SMS Reply You Will Receive:**

Siren Ring Time (1-9 min): 5

Forward (copy and paste) this text message to the SAM C5 phone number. Add the siren ring time. Send.

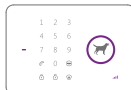
For Example: Siren ring time (1-9 min): 3

**SMS Reply You Will Receive:**

Set siren ring time successfully.

## CHANGE PASSWORD

Send this operation code from your smartphone:



**SMS Reply You Will Receive:**

Disarm Password (4-6 Digits):

1. 1234

2.

3.

4.

Forward (copy and paste) this text message to the SAM C5 phone number. Set the password. Please be sure that this is a number you can remember. Hit Send.

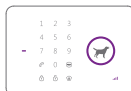
For Example: Disarm Password (4-6 Digits):  
1. 8678

**SMS Reply You Will Receive:**

Set disarm password successfully.

## CHANGE DURESS/PANIC CODE

Send this operation code from your smartphone:



**SMS Reply You Will Receive:**

Duress Code (4-6 Digits):

1235

Forward (copy and paste) this text message to the SAM C5 phone number. Set the duress code. Please be sure that this is a number you can remember. Send.

For Example: Duress Code (4-6 Digits):  
23861

Using the Duress Code to disarm the system will cause a silent SMS text message to be sent to the programmed duress cellphone number (See page 26) and the SAM-C5 will initiate a listen-in call.

**SMS Reply You Will Receive:**

Set duress code successfully.

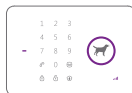
Note: Set Duress phone number must be programmed to use this function. (See page 26.)

## UPLOAD REGULAR REPORT OF SIGNAL STRENGTH

Send this operation code  
from your smartphone:



.....✉.....



### SMS Reply You Will Receive:

Upload regular report of  
signal strength (0 none, 1  
everyday, 7 every week, 30  
every month): 0

Forward (copy and paste) this text message to the SAM C5 phone number. Add the frequency that you would like to receive the report of signal strength. Hit Send.

For Example:

Upload regular report of  
signal strength (0 none, 1  
everyday, 7 every week, 30  
every month): 1

Description of possible messages received at programmed intervals:

Signal Quality: +CSQ: 20,0

0 Very Bad

1-8 Bad

19-26 Normal

27-30 Good

31 Perfect

### SMS Reply You Will Receive:

Upload of regular signal strength successfully.

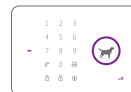
## CHANGE SYSTEM LANGUAGE



Send 0086 to change language to Chinese:



.....✉.....



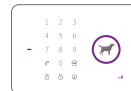
### SMS Reply You Will Receive:

中文语言修改成功!

Send 0001 to change language to English:



.....✉.....



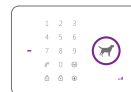
### SMS Reply You Will Receive:

Set English successfully.

Send 0034 to change language to Spanish:



.....✉.....

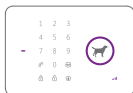


### SMS Reply You Will Receive:

Se fijó bien idioma español

## DELETE ALL WIRELESS ACCESSORIES BY SMS

Send this operation code  
from your smartphone:



**SMS Reply You Will Receive:**

Delete wireless accessories  
successfully

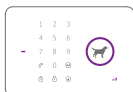
Or press the Tamper Switch 3 times  
within 3 seconds. The accessories  
will be cleared after two beeps.



Once the accessories are deleted, they will need to be re-enrolled.

## DELETE ALL RFID KEYFOBS/TAGS BY SMS TEXT MESSAGE

Send this operation code  
from your smartphone:



**SMS Reply You Will Receive:**

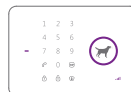
Delete RFID tags  
successfully.

Once the RFID keyfobs/tags are deleted, they will need to be  
re-enrolled.

## RESTORE SYSTEM TO DEFAULT SETTINGS BY SMS TEXT MESSAGE



Send this operation code  
from your smartphone:



**SMS Reply You Will Receive:**

System has been restored  
to factory settings.

Press the Tamper Switch 5 times  
within 3 seconds. System will be  
restored to its factory default.



Once the system is restored to factory settings, you will have  
to re-enroll all accessories to the SAM C5.

## ARM AND DISARM BY PHONE CALL


### ARM

Call the wireless keypad number and hang up when you first hear the ring tone. The wireless keypad will call back. Answer, and then hang up the phone immediately to arm the system.

### DISARM

Call the wireless keypad number. Listen until the wireless keypad hangs up the call. The wireless keypad will not call back. The system is disarmed.

## CONNECT WIRELESS ACCESSORIES AND RFID KEYFOBS

Input your 4-6-digit PIN and then press the Enroll Button  on the control panel keypad. The LED will indicate. Trigger the wireless accessory or touch the RFID keyfob to the SAM logo within the purple circle once within 15 seconds. The enrollment is successful after 1 beep is heard. If 2 beeps are heard, the device has been previously enrolled.

## CONTROL PANEL SPECIFICATIONS

### POWER NAME:

GSM/SMS/Proximity Touchpad Alarm System

### MODEL NO.

SAM-C5

### WIRELESS KEYPAD POWER SUPPLY

Input: AC 110-240V/ 50-60Hz

Output: DC 12V/500mA

### GSM WORKING FREQUENCY

850/900/1800/1900MHz

### STANDBY CURRENT

110mA

### ALARM CURRENT

340mA

### INTERNAL BATTERY BACKUP

Lithium Battery: 3.7V/700mAh x 2 PCS

### INTERNAL SIREN

90dB

MAXIMUM NUMBER OF EXPANDABLE WIRELESS ACCESSORIES 10 PCS REMOTE CONTROLS, 50 PCS WIRELESS ACCESSORIES AND 50 PCS RFID TAGS.

### RADIO FREQUENCY

315 MHz( $\pm 75$ KHz)

### HOUSING MATERIAL

ABS Plastic

### OPERATION CONDITION

Temperature: 14°F (-10°C) ~131°F (55°C)

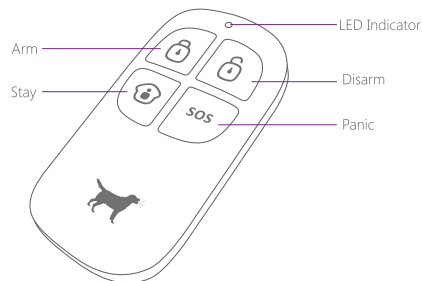
Relative Humidity:  $\leq 80\%$  (Non-Condensing)

### SIZE (L X W X H)

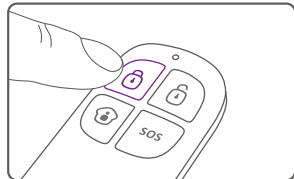
Panel: 7.4 x 5.20 x 1in (188 x 132 x 26mm)




## REMOTE CONTROL

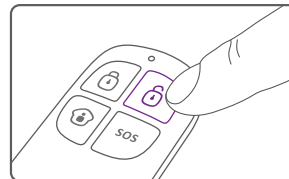


### ARM



Press Arm  to arm the alarm system. The LED flashes, siren beeps once and the system is armed. In the event of an alarm, the siren will sound. (The siren turns off after 5 minutes or the programmed siren time.) The system simultaneously dials the pre-programmed phone numbers.

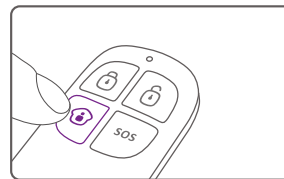
### DISARM




Press Disarm  to disarm the alarm panel. The LED lights up, the siren beeps twice and the system is disarmed.

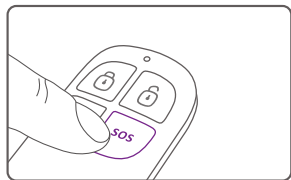
If an intruder is detected, the siren will keep sounding. Press Disarm  to silence the siren.

### HOME MODE



Press Stay  Button on the remote control. The SAM C5 arms silently. The Stay LED on the control panel lights up. The siren beeps once. The Home Mode sensors are disarmed, while the rest of the system is fully armed. This allows the user to move within the interior of the home. The Home Mode indicator on the SAM C5 will flash until the end of the exit time.

## SOS MODE



No matter what state the alarm panel is in, once the SOS button on the remote control is pressed, the system immediately goes into an alarm condition.

## OPTIONAL ACCESSORIES

(Not Included)



### SAM-910 WIRELESS PET IMMUNE PIR MOTION DETECTOR



The SAM-910 is a pet-immune passive infrared motion detector designed to detect human motion while ignoring that of small pets under 35 pounds. (Note that cats jumping on top of cupboards, shelves and high furniture appear to be much larger to the detector.) The SAM-910 includes fuzzy logic to minimize false alarms from unwanted heat sources. The detector includes a battery save feature, which prevents the detector from sending wireless signals once it has detected movement and sent a signal to the control panel more than twice within three (3) minutes.

### SAM-GB1 GLASS BREAK SENSOR



The SAM-GB1 is a glass break detector designed to detect the sound of breaking glass. The microprocessor based detector can hear breaking glass up to a distance of 18 feet.

### SAM-WS1 WATER SENSOR



The SAM-WS1 is a water sensor capable of transmitting a signal to the SAM-C5 control panel when the sensors are immersed in water. The device includes a low battery LED.

### SAM-RCM METAL REMOTE



The SAM-RCM is a robust remote control key fob for the SAM-C5 security system. The key fob includes a slide-over protection device to prevent unwanted accidental key pressing.

## FREQUENTLY ASKED QUESTIONS

### HOW LONG WILL INSTALLATION TAKE?

You should easily be able to get your system working within an hour.

### HOW QUICKLY DOES SAM RESPOND WHEN THE ALARM IS TRIGGERED?

The SMS text message is sent to you immediately. Once the SMS text message has been sent, the system will then call any programmed alarm telephone numbers to allow you to listen into the premises.

### HOW FAR AWAY CAN I BE FROM MY HOME AND STILL HAVE CONTROL OF MY SAM C5?

You can send SMS text messages to the SAM C5 from anywhere in the world to control the system. The system will confirm any instructions received by sending a confirmation text message. You can also use the smartphone app for iPhone or Android phones. Please visit your app store to download.

### HOW WILL I GET NOTIFIED IF AN ALARM HAS BEEN TRIGGERED?

If you have programmed the alarm phone number (See page 24), the system will call this number once an alarm has been triggered, allowing you to listen into the premises.

### WILL I GET CHARGED A FALSE ALARM FEE?

No! One of the advantages of SAM is that you are self-monitoring which does not incur exorbitant false alarm fees.

### HOW LONG DO I HAVE ONCE I COME HOME BEFORE THE SAM ALARM SIREN GOES OFF?

The SAM C5 is factory programmed to allow you 30 seconds to disarm the system once you open the protected entry/exit door. You can disarm the system with a remote key fob before you enter, you can disarm the system by sending an SMS Text "0" to the SAM-C5 before you enter, or you can enter through the entry/exit door and disarm the system by entering your user code on the panels keypad and then pressing the disarm button within the 30 seconds. You can change the entry time delay. (See Page 30.)

### DO I NEED A LANDLINE TELEPHONE OR INTERNET CONNECTION?

No. SAM C5 uses cellular service to send and receive alarm and control signals. The system is provided with a certain amount of promotional service. It is important, however, to register your system to activate this cell service. Please remember a small service fee is required to keep your SAM C5 SIM card activated. See [www.securedbysam.com](http://www.securedbysam.com) for details.

### DO I NEED TO HAVE A COMPUTER OR A WIRELESS INTERNET CONNECTION TO USE SAM?

The easiest way, however, to register and activate your SAM system would be on [www.securedbysam.com](http://www.securedbysam.com). The same activation can be achieved by calling the SAM Customer Care toll free at 855.325.5005.

### HOW SECURE IS THE SAM C5?

Once you have programmed your cell phone numbers into the SAM-C5, the system will only accept instructions from these phones.

### HOW DO I ORDER ADDITIONAL COMPONENTS FOR MY SYSTEM?

You can find out more about additional accessories at [www.securedbysam.com](http://www.securedbysam.com).

### HOW MUCH DOES SAM COST?

Once you have purchased your initial system, there is a very small cost to keep your cell service activated.

### IS THE SAM C5 RIGHT FOR ME?

If you want a low cost, easy to use, flexible security system, this could work for you very nicely. SAM is monitored by you and not by a central station. You have the choice to call the police to respond to an alarm condition.

### WILL I BE CHARGED LONG-DISTANCE OR ROAMING CHARGES WHEN I TEST MY SAM C5 OR IT REPORTS AN ALARM?

SAM operates as a cell phone when sending you an SMS text message to report an alarm or diagnostic condition. Standard SMS text message charges will apply on your cell phone as normal. SAM can also call you allowing listen-in after an alarm condition. Standard voice call charges on your cell phone applies depending on your location when receiving the call.

### DOES THE SAM ALARM SIREN RING INDEFINITELY?

The SAM-C5 is set in the factory to sound for 5 minutes. This can be changed. (See page 31: Change Siren Ring Time)



## FREQUENTLY ASKED QUESTIONS CONTINUED...



### WILL MY SAM-C5 ALARM WORK IN THE EVENT OF A POWER OUTAGE?

Yes. The SAM-C5 has two standby rechargeable batteries which can power the control panel for up to 8 hours after a power outage. The SAM-C5 will send you a "Control Panel AC Failure" message one minute after the power outage. It will also send you a "Control Panel AC Recovery" message when the power is restored.

### HOW DO I ADHERE THE SENSORS TO MY WALLS/DOORS?

The sensors are provided with double sided tape. The PIR motion detector includes a bracket which should be screwed onto the wall. The door/window sensor, SAM-DW1, can also be screwed onto the surface by removing the cover to access the screw holes.

### HOW DO I RE-POSITION OR MOVE A SENSOR IF I MAKE A MISTAKE OR CHANGE APARTMENTS? WILL THE ADHESIVE DAMAGE MY WALLS?

Carefully remove the sensor from the surface if you have used double sided tape. You may need to touch up the paintwork. If you have used screws to mount the sensors, you may need to patch the small screw holes.

### WILL THE MOTION SENSOR DETECT MOTION THROUGH WALLS OR WINDOWS?

No. The motion sensor can only detect where it can "see". The best detection coverage is to set the device so that motion will be across the device and not towards the device.

### HOW DO I AVOID FALSE ALARMS?

Avoid mounting the SAM-900 where it can see areas of rapid heat changes. (See page 10). The SAM-900 can also detect small pets. The optional SAM-910 is designed to avoid detection of small pets on the floor.

### WHAT IS THE RANGE OF THE WIRELESS SENSORS? I LIVE IN A LARGE HOME -- WILL THEY WORK FOR ME?

The transmission range is approximately 250ft in line-of-site. This can be effected by walls, steel, other wireless sources and other factors. Call customer care toll free at 1-855-325-5005 for more information.

### I JUST LOST MY REMOTE CONTROL AND I'M WORRIED THAT SOMEONE CAN GET INTO MY APARTMENT AND DISARM THE ALARM. WHAT DO I DO?

You can delete all the wireless accessories, which includes the key fob remote controls, by sending an SMS text message "21" to the SAM C5 or by pressing the tamper switch on the back of the SAM C5 three times within three seconds. (See page 35). You will need to re-enroll the remaining wireless sensors and key fob remote controls.

### HOW DO I ACTIVATE THE BATTERIES FOR EACH COMPONENT? HOW LONG WILL THE BATTERIES LAST?

Remove the battery activation strip from the sensor. The batteries should last for at least 12 months of normal usage. The sensor will send a low battery signal to the control panel when it needs to be changed.

### WHICH WINDOWS AND DOORS SHOULD I PUT MY SAM DOOR/WINDOW SENSORS ON? HOW MANY DO I NEED? HOW CAN I ORDER EXTRA SENSORS?

The first door/window sensor, provided in the SAM C5 kit should be installed on the door that you use most often for entering and exiting your home. Additional door/window sensors can be installed on other doors and windows as you require. The more you use, the better your level of security. The system can operate with a total of 50 wireless sensors, 10 wireless key fob remote controls and 50 RFID tags.

### I CAN'T FIND MY OWNER'S MANUAL - HOW DO I GET ANOTHER ONE?

You can download a new manual at [www.securedbysam.com](http://www.securedbysam.com) or call toll free 1-855-325-5005.



## FREQUENTLY ASKED QUESTIONS CONTINUED...

### WHAT IF I HAVE A DOOR OR WINDOW OPEN WHEN I'M SETTING THE ALARM?

You will need to close your door or window for the system to arm.

### WHAT HAPPENS IF I ACCIDENTALLY PRESS THE PANIC BUTTON ON MY SAM-C5 REMOTE CONTROL WHILE I'M AT WORK?

Nothing will happen unless you are within wireless range of your SAM-C5 control panel. If this is of concern to you, consider getting the SAM-RCM, which has a cover to prevent false key presses.

## TROUBLESHOOTING



### THERE APPEARS TO BE NO POWER ON THE CONTROL PANEL.

Make sure the plug-in power adapter is in a working wall outlet; some wall outlets are switched by a light switch. Check to see that the plug-in wall adapter is plugged into the adapter socket beneath the door at the back of the control unit. See page 17. Check to see that the small black slide switch beneath the door at the back of the panel is in the "On" position. See page 18.

### THE CONTROL PANEL DOES NOT CONNECT TO THE CELLULAR NETWORK; THE GSM SIGNAL INDICATORS BLINKS EVERY SECOND.

Have you activated your SAM-C5 on either [www.securedbysam.com](http://www.securedbysam.com) or by calling 1-855-325-5005? If not, please refer to your Quick Start Guide for more information. If the problem persists, try moving the control panel closer to an outside wall or window to improve the cellular signal reception.

### THE SAM-900 PIR MOTION DETECTOR DOES NOT DETECT MOVEMENT.

Check to see that the "SAM" logo is below the sensing window. i.e. the unit is not upside down. Note that the detector has a power save mode. See page 11 "Working Mode". Movement should be across the detector. Try walk testing the device after waiting for three minutes of no movement in front of the detector.

### WHAT HAPPENS IF I KEEP GETTING AN "OPERATION FAILED! PHONE NUMBER IS NOT AUTHORIZED" MESSAGE?

This means that the number of the cell phone from which you are trying to control the SAM-C5 is not programmed into the SAM-C5. This can happen if you have made an error when sending the Store Alarm Phone Numbers (See Page 24) or Store Alarm SMS Numbers (See Page 25) to the control panel. To fix this, it will be necessary to default the panel back to factory default (See Page 36.) You will also then need to re-enroll all the connected wireless accessories. (See Page 37).

### WHY AM I NOT RECEIVING MY CONFIRMATION TEXT MESSAGES?

Your SAM-C5 may be in an area of very poor cellphone service. You will need to move the control panel to a better signal reception area in your home.

## TROUBLESHOOTING CONTINUED...

### HOW DO I SEND A TEST SIGNAL?

The SAM C5 has the ability to send a regular automatic test signal. (See Page 33, Regular Report of Signal Strength.) You can also press the SOS button on the control panel or keyfob, initiating an emergency SMS text message to be sent to your cell phone.

## ABOUT SAM SECURITY, LLC.



SAM Security, LLC is a provider of DIY home security and technology services. SAM's wireless technology platform allows affordable security and home monitoring made easy.

### WHAT IS SAM-C5?

SAM C5 is wireless DIY security made easy and affordable. SAM is a wireless self-activated monitoring security system which provides security without costly, long-term contracts. SAM provides you with peace of mind and puts you in the driver's seat in keeping your loved ones and home secure.

The SAM mobile app makes it easy to monitor and control your security system from anywhere through your smartphone. Based on a pay-per-use platform with a small monthly access fee, SAM allows you to turn your alarm on or off remotely from your cell phone. SAM notifies of security alerts by SMS and voice call, indicating which sensors have been triggered. SAM then leaves it up to the homeowner to decide whether or not to call emergency services eliminating false alarms and penalties.

With SAM's self-activated-monitoring, you are in charge of managing the security of your home and loved ones.

### STAY SECURED, ANYTIME, ANYWHERE.

### WHAT IS THE SAM-C5 BOX?

- 1 Wireless Control Panel
- 1 PIR Motion Detector
- 1 Door/Window sensor
- 2 Remote Controls
- 2 RFID Keyfobs
- 1 AC/DC Adapter
- 2 Standby Batteries
- 2 Secured By Sam Decals
- \*\$25 Value in Credit for SMS and Voice Usage

\*Usage fee is \$0.03 per SMS and \$0.12 per minute for voice. Credit also covers a monthly access fee of \$1.75. Note that the SMS and Voice usage fees only apply if these functions are used. If your system has been suspended, you may incur re-activation fees to re-activate your system.

You can easily expand your system by adding other wireless security accessories including pet-immune PIR motion detectors, glass break detectors, water sensors, and more. We continue to add new accessories. Please visit [www.securedbysam.com](http://www.securedbysam.com) for more information.

Whether you own a house, rent an apartment, have an RV or a vacation home, protecting your home and loved ones has never been easier and more cost effective. Visit [www.securedbysam.com](http://www.securedbysam.com) for more details.

## HOW DOES SAM WORK?

1. SAM C5 is easy to set up right out of the box.
2. Follow the simple instructions to install the SAM security panel and accompanying wireless devices.
3. Visit [www.securedbysam.com](http://www.securedbysam.com) or contact toll free at 1.855.325.5005 to register and activate your system. Once activated, you are ready to monitor your home!
4. SAM C5 includes with a promotional \$25 credit for SMS and/or Voice. Based on an average of 2 SMS' per day you should get approximately 5 month's usage and 60 minutes of Voice available to call out and to alert user of security events. This also allows for listen-in functionality. When your \$25 credit is depleted to \$5, you will be notified to refill online at [www.securedbysam.com](http://www.securedbysam.com). You may get less or more than 5 months' usage depending on your SMS and Voice usage.
5. It is as simple as that. No costly monitoring contracts. No hassle. You manage your own security.

## WHAT DOES PAY-PER-USE MEAN?

**Simple.** When we say SAM is based on a pay-per-use platform, it means simply that. The rate per SMS is \$0.03 and the rate per minute for voice is \$0.12. If you send a security instruction such as an instruction to remotely arm the house by SMS, you will incur a \$0.03 fee for the SMS. If a security event was triggered and a call goes out to your cellphone to alert you, then you will incur \$0.12 per minute Voice rate. If your system has been suspended, you will incur a re-activation fee to re-activate your system.

## HOW IS SAM DIY SO STATE-OF-THE-ART, YET SO COMPETITIVELY PRICED?



SAM DIY is a smart wireless security system that has been created with performance and affordability in mind. It is our belief that everyone should be able to own a security system to secure their home without having to have a phone line and entering into an expensive contract that auto-renews. With SAM, we take the costly third-party monitoring fees out of the equation and put you in control of monitoring the security of your loved ones and home.

## MISISON STATEMENT

SAM's mission is to provide customers with value wireless security solutions that are user-friendly, state-of-the-art, reliable and affordable. Every apartment and home should have a self-monitored security system. It is our mission to place SAM in every home – no one should have to opt out when it comes to the safety and security of your home and loved ones.

## COMMITMENT TO EXCELLENCE

- We strive to collaborate, learn, innovate, and excell.
- We are dedicated to service that is above and beyond.
- We are devoted to continuous pursuit of customer satisfaction.
- We are committed to doing business responsibly.

## LIMITED WARRANTY

### What does this limited warranty cover?

SAM Security, LLC ("SAM") warrants to the end user (Customer") that this product will be free from defects in workmanship and materials under normal use and service for two years from the date the product is purchased by the Customer. SAM warrants that the battery in the unit where applicable is free from defects in workmanship and materials under normal use and service for six months. You will be required to demonstrate proof of purchase to make warranty claims.

This Limited Warranty is transferable to subsequent owners but only for the unexpired portion of the Warranty Period. Subsequent owners also require original proof of purchase as described in "What proof of purchase is required?"



### What will SAM do?

SAM will, at its option, repair or replace the defective product free of charge, provided that you notify SAM of the defect within the Warranty Period, and provided that SAM through inspection establishes the existence of such a defect and that it is covered by this Limited Warranty. SAM will, at its option, use new and/or reconditioned parts in performing warranty repair and building replacement products. SAM reserves the right to use parts or products of original or improved design in the repair or replacement. If SAM repairs or replaces a product, its warranty continues for the remaining portion of the original Warranty Period. All replaced products and all parts removed from repaired products become the property of SAM. SAM covers both parts and labor necessary to repair the product, and return shipment to the customer via a SAM-selected non-expedited surface freight within the contiguous United States and Canada. Alaska and Hawaii are excluded. Contact SAM Customer Care for details on freight policy for return shipments outside of the contiguous United States and Canada.

### How do you get service?

If your product requires troubleshooting or warranty service, please contact SAM Customer Care toll free at 1.855.325.5005 or at [warranty@securedbysam.com](mailto:warranty@securedbysam.com).

### What proof of purchase is required?

In any warranty claim, dated proof of purchase must accompany the product and the product must not have been disassembled or modified without prior written authorization by SAM. Proof of purchase may be in any one of the following forms:

- The dated purchase receipt from the original purchase of the product at point of sale to the end user, or
- The dated dealer invoice or purchase receipt showing original equipment manufacturer (OEM) status, or
- The dated invoice or purchase receipt showing the product exchanged under warranty.

### What does the warranty not cover?

This Limited Warranty does not cover normal wear and tear of the product or costs related to the removal, installations, or troubleshooting of the customer's electrical systems. This warranty does not apply to and SAM will not be responsible for any defect in or damage to:

- a) The product if it has been misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or damaged from improper use or use in an unsuitable environment;
- b) The product if it has been subjected to fire, water, generalized corrosion, biological infestations, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the SAM product and lightning strikes;

- c) The product if repairs have been done to it other than by SAM;
- d) The product if it is used as a component part of a product expressly warranted by another manufacturer;
- e) The product if its original identification (trademark, serial number) markings have been defaced, altered or removed.

### SIM Card

You are not authorized to remove or replace the subscriber identity module card (the "SIM Card") that comes bundled with the device. Should your SIM Card become damaged or inoperable, we will replace the SIM Card at your request by contacting SAM Customer Care. The use of any SIM Card other than those provided by us with the Device or as a replacement is strictly prohibited and constitutes a violation of this warranty. The use of the SIM Card provided by us in any capacity other than in the Device is also strictly prohibited and constitutes a violation of this warranty.

### DISCLAIMER

#### Product

This limited warranty is the sole and exclusive warranty provided by SAM in connection with your SAM product and is, where permitted by law, in lieu of all other warranties, conditions, guarantees, representations, obligations and liabilities, express or implied, statutory or otherwise in connection with the product, however arising (whether by contract, tort, negligence, principles of manufacturer's liability, operation of law, conduct, statement or otherwise), including without restriction any implied warranty or condition of quality, merchantability or fitness for a particular purpose. Any implied warranty of merchantability or fitness for a particular purpose to the extent required under applicable law to apply to the product shall be limited in duration to the period stipulated under this limited warranty.

In no event will SAM be liable for any special, indirect, incidental or consequential damages, losses, costs or expenses however arising whether in contract or tort including without restriction any economic losses of any kind, any loss or damage to property, any personal injury, any damage or injury arising from or as a result of misuse or abuse, or the incorrect installation, integration or operation of the product.

#### Exclusions

To the extent you are entitled to implied warranties under federal law, to the extent permitted by applicable law they are limited to the duration of this Limited Warranty. Some states and provinces do not allow limitations or exclusions on implied warranties or on the duration of an implied warranty or on the limitation or exclusion of incidental or consequential damages, so the above limitation(s) or exclusion(s) may not apply to you. This Limited Warranty gives you specific legal rights. You may have other rights which may vary from state to state or province to province.

Before returning a product directly to SAM you must obtain a Return Material Authorization (RMA) number by contacting SAM Customer Care toll free at 1.855.325.5005 and product must also be shipped prepaid. Product shipments will be refused and returned at your expense if they are unauthorized, returned without an RMA number clearly marked on the outside of the shipping box, if they are shipped collect, or if they are shipped to the wrong location. When you contact SAM Customer Care to obtain warranty service, please have your instruction manual ready for reference and be prepared to supply:

- The serial number of your product
- Information about the installation and use of the unit
- Information about the failure and/or reason for the return
- A copy of your dated proof of purchase

1. Package the unit safely, preferably using the original box and packing materials. Please ensure that your product is shipped fully insured in the original packaging or equivalent. This warranty will not apply where the product is damaged due to improper packaging.
2. Include the following:
  - The RMA number supplied by SAM clearly marked on the outside of the box.
  - A return address where the unit can be shipped. Post office boxes are not acceptable.
  - A contact telephone number where you can be reached during work hours
  - A brief description of the problem
3. Ship the unit prepaid to the address provided by your SAM Customer Care Representative.

In addition to the above, if you are returning product from Canada or outside of the USA, you **MUST** include return freight funds and are fully responsible for all documents, duties, tariffs and deposits.

[illegible]